

**PATENTS**

**UNITED STATES PATENT AND TRADEMARK OFFICE**

<b>S/N:</b>	09/944,836	<b>Examiner:</b>	Tran, Mylinh
<b>Filed:</b>	August 31, 2001	<b>Art Unit:</b>	2179
<b>Inventor:</b>	Burgin, et al.	<b>Docket:</b>	1160215-0531072
<b>Title:</b>	<b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>		

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**RESPONSE TO NOTICE OF NONCOMPLIANCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Notice of Noncompliance mailed on 03/28/2008, please replace the Amendments section of the office action response filed on February 28, 2008 with the Amendments section beginning on page 2 of this paper.

**Amendments** begin on page 2 of this paper.

**Remarks** begin on page 11 of this paper.